



Laura S. Olton
General Counsel
Ocean State Division

August 10, 2006

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

RECEIVED
2006 AUG 10 PM 3:50
PUBLIC UTILITIES COMMISSION

RE: Docket 3628 - Trouble Non-Outage Report for July 2006

Dear Ms. Massaro:

Enclosed please find ten (10) copies of the July 2006 Trouble, Non-Outage Report ("Report") for The Narragansett Electric Company, d/b/a National Grid. This Report is being provided pursuant to the Service Quality Plan Settlement Agreement approved by the Commission in Docket 3628. Please note that in response to a request issued by the Division on March 1, 2006, the format of the Report has been modified to reflect the most recent 13 months of data.

Thank you for your attention to this filing. If you have any questions concerning this Report, please do not hesitate to call me at (401) 784-7667.

Very truly yours,

Laura S. Olton

Enclosures

cc: Docket 3628 Service List
Paul Roberti, Esq.
Steve Scialabba, Division

National Grid
Trouble Non-Outage and Outage Calls Report¹
13 Months Ended July 2006

<u>Month</u>	<u>Year</u>	Number of Trouble Non-Outage <u>Calls</u>	<u>Number of Outage Calls</u>	Total Number of <u>All Calls</u>
July	2005	335	10,616	43,808
August	2005	259	9,969	50,483
September	2005	225	6,167	46,193
October	2005	256	10,959	52,384
November	2005	161	4,842	39,921
December	2005	235	7,191	36,809
January	2006	166	8,495	40,907
February	2006	148	4,496	34,648
March	2006	96	3,805	37,074
April	2006	145	4,487	39,782
May	2006	191	6,188	47,803
June	2006	294	8,633	51,953
July	2006	250	12,044	50,275
13 Month Total		2,761	97,892	572,040

¹The numbers contained in this report reflect calls answered by a customer service representative from National Grid's Rhode Island customers.

Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the individuals listed below.



Joanne M. Scanlon

August 10, 2006

Date

Narragansett Electric Company – Service Quality Plan Docket 3628 - Service List

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